

Product Number: 4207.06.15**COMMERCE DOCUMENT IMAGING**

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The IBM Content Management system is currently at version V8.4.2. The application is a real-time enterprise content repository hosted by the capital hosting center and is accessible-remotely by agencies within the Department of Commerce in addition to public access via Utah Interactive portal on behalf of the Department of Commerce. The application is configurable to allow multiple divisions to store and retrieve based on the divisions needs while maintaining a security layer that enables each division to see only content owned by the division. Content Manager is a client server application. The desktop client (P-client), available internally, is configurable to the individual's workstation. The web interface (e-client) is accessible anywhere within the State firewalls or by using VPN to get through the State firewalls. DB2 is the back-end database and is hosted in the Capital Data Center. Websphere is the current application server. The application is available within the State of Utah firewalls and protected by a username and password distributed by the application administrator/Product Manager.

With the completion of MLO and projected implementation of eGOV, the backend document imaging environment is transitioning away from Content Manager and into Documentum. It is expected that Content Manager will remain as a historical repository. New document imaging / storage will ultimately reside in Documentum.

The hours of support required for Commerce Document Imaging are listed below.

Application	Support Hours	Days of Week
Commerce Document Imaging - Application	8:00 a.m. - 5:00 p.m.	Monday - Friday, except for legal holidays
Commerce and Document	24 hours each day	7 days per week, 365 days

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Product Description

Imaging - Network and Hosting

per year

Commerce Document Imaging services require 24x7x365 access and network support as customers of the agency reside around the world, and must be able to query data and submit information at any time.

Product Features and Descriptions

Feature	Description
Transactions	Allows on-line, real-time structured storage of various documents in multiple formats. Rendering occurs within the application and can occur as view only or editable format.
Cashiering	No Cashiering available through CM Application.
Transaction Management	Each document type is configured to match the associated retention schedule filed with the Division of Archives.
Interfaces with 3 rd Party Applications	Allows for application interfaces through 3 rd party provider (Utah Interactive). These include: Real-time new documents for multiple Commerce applications. General searches are available by the public depending on the document classification filed with the Division of Archives.
Data Extracts	Data extracts are not available at this time.
Up Time	CM must be available 23.5/7. One half hour a day is allotted for incremental backups. Incrementals are then stored within Tivoli Silo in Richfield. Validation of backup can be accessed through https://rms.dts.utah.gov/tsm/index.php/home .
Reporting	May use third party tool(s) to generate any reports of data stored within DB2 database.
Proactive Problem Solving	Proactive identification of problems and processes with suggestions for improvement.
Current Versioning and Licensing	CM V8.4.2 fixpak 1, DB2 9.5 fixpak 5, AIX 5.3 fixpak 8, Websphere 6.1.0.29. Licensing per named user. Current license model shared by multiple divisions within Commerce.
Diagnostic Tools and Problem Resolution	Use of state of the art diagnostic tools to enhance performance and problem resolution.
Coordination with Third-Party providers	Coordinate with third party providers for services or functions under approved statement of work or other contractual agreement and as required by the agency. This includes the exchange of information and data as stipulated.
Security Monitoring and Compliance	Security monitoring using available tools to ensure appropriate and complete security

Features Not Included

Feature	Explanation
User Training	DTS support does not include the updating of user training manuals. Train the trainer approach is used within each division. DTS assigned to Commerce provides initial training and support as needed.
Application Help Desk	DTS support does not include a user application help desk. This is handled through DTS/Commerce support staff, which can also be accessed through the creation of an appropriate incident request.
Related DTS Services available on time and materials basis.	Available per DTS listing.

Rates and Billing

Feature	Description	Base Rate
Application Configuration and Upgrades	Configuration and unit testing of CM and associated applications, fixpaks and interfaces prioritized by DTS/Commerce support and the project lead for the division request.	See DTS RATES as approved for fiscal year
Application DBA Support	Provide support to the DB2 Library Server Database and Resource Manager database which is administered by DET. Perform tuning and backups, allocation of additional disc space for the database(s) as needed to accommodate change and maintain overhead operating level of 15% above usage (increased/decreased usage).	See DTS RATES as approved for fiscal year
Project Support	Track tasks and coordinate programming and information analyst efforts for each new configuration. Coordinate modifications to 3 rd party systems that are impacted by changes being made in the CM application. Coordinate testing of 3 rd party interfaces and first round application testing for CM V8 fixpaks releases. Ensure updates are kept current. Stay tuned to any legislative changes.	See DTS RATES as approved for fiscal year

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Testing	Perform DTS regression test scripts and do first round of testing of bug fixes and enhancement requests assigned to each release.	See DTS RATES as approved for fiscal year
Network Support	Monitoring, troubleshooting and support to ensure active connectivity and efficient performance 24/7. Perpetual active incremental daily backups and access to RMS dashboard.	See DTS RATES as approved for fiscal year
CM V8 P-Client Support (Desktop)	Provide support for updates and or applications that may interfere with client.	See DTS RATES as approved for fiscal year
CM V8 E-Client Support (Web)	Provide support for updates and or applications that may interfere with client.	See DTS RATES as approved for fiscal year
Application Database Support	Database alters backups, restores, clones, monitoring and killing query processes that are adversely affecting production services.	See DTS RATES as approved for fiscal year
Application Server Support	CM V8. Acceptance Testing environment, Server updates, troubleshooting application failures.	See DTS RATES as approved for fiscal year
Hosting Support	DTS Enterprise Hosting Services	See DTS RATES as approved for fiscal year
Desktop Support	DTS Enterprise Desktop Services	See DTS RATES as approved for fiscal year
Related DTS Services	Services and products as specified by agency.	See DTS RATES as approved for fiscal year

Ordering and Provisioning

- Division Director or representative will contact DTS/Commerce with request for services. These are then discussed and prioritized by the affected staff and presented to DTS for review.
- DTS/Commerce support personnel report application bugs and requested features or enhancements directly to Division Directors and Divisional Project Leads. These are then discussed and prioritized jointly by Division and personal affected by the application.
- Full scope of the project is identified and agreed upon via a series of interactive meetings and an agreed upon work plan.
- A Change Request is then submitted to the COTSCMC and reviewed in the weekly conference call for agendas that may interfere with change request. Must plan for minimum 2 week notice. Upon completion, Change Request –Task completion form must be submitted.
- Troubleshooting and help desk services are user initiated. through DTS' incident management software program either online or by calling the Service Desk number associated with your agency

DTS Responsibilities

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- Perform modifications or upgrades to CM only when approved by the Agency.
- Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
- Ensure appropriate changes are made coordination of testing with 3rd party interfaces.
- Assist each Division with defining requirements for enhancements and legislative changes. Raise issues to Director/Supervisors when decisions need to be made related to how a change should be implemented from a business perspective.
- Define technical requirements for enhancement requests and legislative changes.
- Perform back-end database updates to fix bad data causing problems in the application.
- Provide project management for CM current and required releases.
- Perform testing on current CM release and on all new configurations, updates and/or modifications.
- Communicate changes being made to the CM application to 3rd parties that interface with the CM application. Coordinate testing of the interfaces with these applications. 3rd Parties and other internal agencies that need to be made aware of changes.
- Create alter scripts for database changes required to support approved enhancements to the CM application.
- Evaluate proposed legislation with respect to its impact on the CM application. Identify changes to the application necessary to implement the legislation and estimate the DTS effort required to make the changes.
- Provide desktop support to fix problems with integrated equipment used to run the CM application and print documents.
- Limit and control outages /downtime to non-peak periods of the CM application to ensure customer satisfaction.
- Provide Network support to ensure that CM is up and operating efficiently 24/7.
- Provide Database support to ensure database instances are operating during hours all hours other than planned outages and daily incremental backups. .
- Provide server hosting support for the instances of the CM Websphere & DB2 database needed to support the production CM application, Acceptance Testing.
- Provide management and administration for 3rd party applications that support the DTS development and change management processes.

Agency Responsibilities

- Define business requirements for changes being requested in the IBM Content Manager application.
- Division to provide knowledgeable staff to create and maintain the technical information and content material presented on the site.
- Perform Acceptance Testing of each IBM Content Manager release, paying particular attention to bug fixes and requested enhancements that have been assigned to the build.

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- Evaluate quality of each IBM Content Manager release and give final approval to deploy the release.
- Train Department of Commerce users (staff and customers) as necessary for deployments of IBM Content Manager releases and upgrades.
- Create and distribute release notes to inform IBM Content Manager users of changes in upcoming IBM Content Manager releases.
- Complete assignments and respond to requests in a timely manner.

DTS Service Levels and Metrics

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Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Commerce Imaging Application	98.5%. Application will be supported during normal business hours; Monday – Friday 8:00 a.m. to 5:00 p.m. Networking and hosting will be supported 24 X 7 X 365.

Times exclude those tickets in a "Pending" status waiting a know bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be

posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied